

WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES



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STATE OF WISCONSIN
BEFORE THE REAL ESTATE APPRAISERS BOARD

IN THE MATTER OF THE CERTIFICATE OF :
: FINAL DECISION AND ORDER
FRANCINE N. KLONIS, : FOR REMEDIAL EDUCATION
LICENSEE. :

ORDER 0008224

Division of Legal Services and Compliance Case No. 21 APP 027

The parties to this action for the purpose of Wis. Stat. § 227.53 are:

Francine N. Klonis
New Berlin, WI 53151

Real Estate Appraisers Board
P.O. Box 8366
Madison, WI 53708-8366

Division of Legal Services and Compliance
Department of Safety and Professional Services
P.O. Box 7190
Madison, WI 53707-7190

The parties in this matter agree to the terms and conditions of the attached Stipulation as the final disposition of this matter, subject to the approval of the Real Estate Appraisers Board (Board). The Board has reviewed this Stipulation and considers it acceptable.

Accordingly, the Board in this matter adopts the attached Stipulation and makes the following Findings of Fact, Conclusions of Law and Order.

FINDINGS OF FACT

1. Licensee Francine N. Klonis (Birth Year 1963) is certified by the State of Wisconsin as a certified residential appraiser, having certificate of licensure and certification number 1986-9, first issued on March 2, 2018 and current through December 14, 2023. Licensee's most recent address on file with the Wisconsin Department of Safety and Professional Services (Department) is in New Berlin, Wisconsin 53151.

2. On June 15, 2021, the Department received a complaint alleging that Licensee performed an inadequate appraisal of a property located at 2641 N. 60th St. Milwaukee, WI 53210. The Division of Legal Services and Compliance (DLSC) subsequently opened Case Number 21 APP 027 for investigation.

3. On March 5, 2021, an appraisal report was completed for the subject property, and signed with Licensee's signature.

4. On June 16, 2021, the Department emailed Licensee at Licensee's personal email address to request a response to the complaint.

5. On June 30, 2021, the Department received a letter in response to the complaint. The letter was sent from Licensee's Valuentric, Inc. email address, and was signed with Licensee's signature. The letter stated that Licensee's signature was applied to the appraisal report in error and that a coworker actually inspected the subject property.

6. On August 19, 2022, a Department Investigator sent Licensee additional questions about the subject appraisal.

7. On September 6, 2022, Licensee responded to the Department from her personal email address. Licensee stated that she was no longer employed by Valuentric, Inc., and that while her name and signature are on the appraisal report, she did not complete the appraisal of the subject property. Licensee stated that her signature was used without her permission and that she was unaware of its use.

8. On September 7, 2022, Licensee stated that she did not draft or sign the June 30, 2021 response letter described above. Licensee provided emails showing that a Valuentric, Inc. employee sent her a copy of the response to review prior to sending it to the Department. The emails also showed that Licensee had provided her email password to the Valuentric, Inc. employee, which allowed the response to be sent from Licensee's email address.

9. On September 7, 2022, Licensee stated that she used password protection for her signature while working at Valuentric, Inc.

10. Licensee failed to exercise due care to prevent the unauthorized use of her signature. [Wis. Admin. Code § SPS 86.01(1).]

11. Licensee agrees that failure to submit proof of successful completion of the ordered education as set forth below shall constitute conduct which reflects adversely on her fitness to practice as a real estate appraiser as set forth in Wis. Admin. Code § SPS 86.01(13).

12. In resolution of this matter, Licensee consents to the entry of the following Conclusions of Law and Order.

CONCLUSIONS OF LAW

1. The Real Estate Appraisers Board is authorized to enter into the attached Stipulation pursuant to Wis. Stat. §§ 227.44(5) and 458.26.

ORDER

1. The attached Stipulation is accepted.

2. Within 90 days of the date of this Order, Licensee shall, at her own expense, take and successfully complete 19 hours of education as follows:

a. National USPAP course (15 hours) (must be taken online).

- b. Business Practices and Ethics (4 hours).
 - c. Each course attended in satisfaction of this Order must be offered by a provider pre-approved by the Board or its designee. Licensee shall be responsible for locating course(s) satisfactory to the Board and for obtaining the required approval of the course(s) from the Board or its designee. Licensee must take and pass any exam(s) offered for the course(s).
 - d. Licensee shall submit proof of successful completion of the education in the form of verification from the institution providing the education to the Department Monitor at the address stated below. None of the education completed pursuant to this requirement may be used to satisfy any continuing education requirements that have been or may be instituted by the Board or Department and may not be used in any future attempt to upgrade a credential.
3. Requests for course approval and proof of successful course completion shall be sent by Licensee to the Department Monitor at the address below:

Department Monitor
Division of Legal Services and Compliance
Department of Safety and Professional Services
P.O. Box 7190, Madison, WI 53707-7190
Telephone (608) 266-2112; Fax (608) 266-2264
DSPSMonitoring@wisconsin.gov

Submissions may also be made online at: <https://dpsmonitoring.wi.gov/>

- 4. This Order does not constitute discipline.
- 5. This Order is effective on the date of its signing.

WISCONSIN REAL ESTATE APPRAISERS BOARD

by: 
A Member of the Board

10/24/2022
Date

STATE OF WISCONSIN
BEFORE THE REAL ESTATE APPRAISERS BOARD

IN THE MATTER OF THE CERTIFICATE OF :
: STIPULATION
FRANCINE N. KLONIS, :
LICENSEE. :

ORDER 0008224

Division of Legal Services and Compliance Case No. 21 APP 027

Licensee Francine N. Klonis and the Division of Legal Services and Compliance, Department of Safety and Professional Services stipulate as follows:

1. This Stipulation is entered into as a result of a pending investigation by the Division of Legal Services and Compliance. Licensee consents to the resolution of this investigation by Stipulation.

2. Licensee understands that by signing this Stipulation, Licensee voluntarily and knowingly waives the following rights:

- the right to a hearing on the allegations against Licensee, at which time the State has the burden of proving those allegations by a preponderance of the evidence;
- the right to confront and cross-examine the witnesses against Licensee;
- the right to call witnesses on Licensee's behalf and to compel their attendance by subpoena;
- the right to testify on Licensee's own behalf;
- the right to file objections to any proposed decision and to present briefs or oral arguments to the officials who are to render the final decision;
- the right to petition for rehearing; and
- all other applicable rights afforded to Licensee under the United States Constitution, the Wisconsin Constitution, the Wisconsin Statutes, the Wisconsin Administrative Code, and other provisions of state or federal law.

3. Licensee is aware of Licensee's right to seek legal representation and has been provided an opportunity to obtain legal counsel before signing this Stipulation.

4. Licensee agrees to the adoption of the attached Final Decision and Order for Remedial Education by the Real Estate Appraisers Board (Board). The parties to the Stipulation consent to the entry of the attached Final Decision and Order for Remedial Education without further notice, pleading, appearance or consent of the parties. Licensee waives all rights to any appeal of the Board's order, if adopted in the form as attached.

5. If the terms of this Stipulation are not acceptable to the Board, the parties shall not be bound by the contents of this Stipulation, and the matter shall then be returned to the Division of Legal Services and Compliance for further proceedings. In the event that the Stipulation is

not accepted by the Board, the parties agree not to contend that the Board has been prejudiced or biased in any manner by the consideration of this attempted resolution.

6. The parties to this Stipulation agree that the attorney or other agent for the Division of Legal Services and Compliance and any member of the Board ever assigned as an advisor in this investigation may appear before the Board in open or closed session, without the presence of Licensee, for purposes of speaking in support of this agreement and answering questions that any member of the Board may have in connection with deliberations on the Stipulation. Additionally, any such advisor may vote on whether the Board should accept this Stipulation and issue the attached Final Decision and Order for Remedial Education.

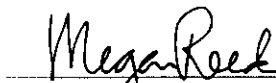
7. Licensee is informed that should the Board adopt this Stipulation, the Board's Final Decision and Order for Remedial Education is a public record and will be published in accordance with standard Department procedure.

8. The Division of Legal Services and Compliance joins Licensee in recommending the Board adopt this Stipulation and issue the attached Final Decision and Order for Remedial Education.



Francine N. Klonis, Licensee
New Berlin, WI 53151
Credential No. 1986-9

10-7-22
Date



Megan Reed, Attorney
Division of Legal Services and Compliance
P.O. Box 7190
Madison, WI 53707-7190

10/10/2022
Date